Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Previously Presented) A method for automating management of a service contract for a business machine associated with a user, the method comprising steps of:

providing a data capture device proximate to a business machine, the business machine comprising a selection from the group consisting of a copier, a printer, a fax machine, a scanner, and any combination thereof;

automatically determining a threshold event associated with the service contract, the threshold event comprising a selection from the group consisting of a usage count for the business machine, a detected error in the business machine, a predetermined time period, and any combination thereof;

programming the threshold event into the data capture device, wherein the data capture device monitors the business machine to log an occurrence of the threshold event;

receiving notification from the data capture device that the threshold event was logged by the data capture device, wherein the logging of the threshold event triggers the notification; and

reporting information related to the service contract electronically and automatically to the user based, at least in part, upon the receiving step.

2. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising a step of receiving a service call by a technician automatically generated from user input.

3. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising a step of wirelessly notifying a technician of a service call for the business machine.

4. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 3, further comprising a step of contacting the user by the technician based upon the wirelessly notifying step.

5. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising a step of receiving service contract information from user by way of a web interface for an operations center.

6. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising steps of:

determining if automatic contract renewals are authorized, and

automatically renewing the service contract if authorized.

7. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, wherein the programming step includes a step of programming the threshold event into the data capture device from a point remote to the data capture device.

8. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, wherein the determining step is performed at a point remote to the data capture device.

9. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, wherein the data capture device includes a mechanism for placing a service request when manually activated.

10. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, wherein the data capture device comprises a wireless transceiver.

11. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, wherein the threshold event is one of the following:

a first percentage of a contract period; and

a second percentage of a contract usage.

12. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising a step of querying the data capture device for information.

13. (Previously Presented) The method for automating management of the service contract for the business machine associated with the user as recited in claim 1, further comprising steps of:

remotely monitoring usage of supplies; and

notifying the user when ordering of supplies is predicted to be warranted.

14. (Previously Presented) An automated business machine management system for business machines of users, the automated business machine management system comprising:

a plurality of data capture devices, wherein:

each data capture device is coupled to an associated business machine, each associated business machine comprising a selection from the group consisting of a copier, a printer, a fax machine, a scanner, and any combination thereof, and

each data capture device comprises a wireless transceiver;

an operations center in two-way communication with each of the plurality of data capture devices, wherein the operations center determines a threshold related to a service contract and communicates that threshold to one of the plurality of data capture devices, the threshold comprising a selection from the group consisting of a usage count for the business machine, a level of supplies for the business machine, a predetermined time period, and any combination thereof; and

a web interface to the operations center, wherein:

the web interface is remote to the operations center, wherein the web interface allows users to remotely interact with service contract information and thereby modify the threshold.

15-16. (Canceled)

17. (Previously Presented) The automated business machine management system for business machines of users as recited in claim 14, wherein a plurality of service technicians are assigned to the plurality of business machines.

18. (Original) The automated business machine management system for business machines of users as recited in claim 14, wherein each of the plurality of data capture device is integral to its associated business machine.

19. (Original) The automated business machine management system for business machines of users as recited in claim 14, further comprising a plurality of wireless service terminals that receive service calls for the plurality of business machines.

20. (Previously Presented) The automated business machine management system for business machines of users as recited in claim 14, wherein at least one of the plurality of data capture devices comprises a mechanism for wirelessly requesting a service call.

21. (Previously Presented) The automated business machine management system for business machines of users as recited in claim 14, wherein:

at least one wireless transceiver is coupled to a data center transceiver,

the data center transceiver is coupled to a wide area network, and

the wide area network is coupled to the operations center.

22. (Previously Presented) A method for automating management of a service contract for a business machine associated with a user, the method comprising steps of:

providing a data capture device proximate to a business machine, the business machine comprising a selection from the group consisting of a copier, a printer, a fax machine, a scanner, and any combination thereof;

automatically determining a threshold event associated with the service contract, the threshold event comprising a selection from the group consisting of a usage count for the business machine, a level of supplies for the business machine, and a combination thereof;

programming the threshold event into the data capture device, wherein the data capture device monitors the business machine to log an occurrence of the threshold event;

receiving notification from the data capture device that the threshold event was logged by the data capture device, wherein the logging of the threshold event triggers the notification;

wirelessly notifying a technician to service the business machine, wherein the wireless notifying occurs automatically in response to the notification from the data capture device.

23. (Previously Presented) The method for automating management of the service contract for the business machine associated with the user as recited in claim 22, further comprising a step of:

reporting information related to the service contract electronically and automatically to the user based, at least in part, upon the receiving step.

24. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 23, wherein the threshold event is a malfunction in the business machine.

25. (Canceled)

26. (Original) The method for automating management of the service contract for the business machine associated with the user as recited in claim 22, further comprising a step of receiving service contract information from user by way of a web interface for an operations center.

27. (Canceled)

28. (Previously Presented) An automated business machine management system for business machines of users, the automated business machine management system comprising:

a plurality of data capture devices, wherein:

each data capture device is coupled to an associated business machine, each associated business machine comprising a selection from the group consisting of a copier, a printer, a fax machine, a scanner, and any combination thereof,

each data capture device is configured to monitor its associated business machine and to log monitored events; and

each data capture device comprises a wireless transceiver;

an operations center in two-way communication with each of the plurality of data capture devices, wherein the operations center is configured to:

determine a threshold which triggers a service to be performed by a technician pursuant to a service contract, the threshold comprising a selection from the group consisting of a usage count for the business machine, a detected error in the business machine, a level of supplies for the business machine, a predetermined time period, and any combination thereof;

communicates that threshold to one of the plurality of data capture devices;

receive wireless notification from the one data capture device that the threshold was logged by the one data capture device, triggering the notification; and

wirelessly notify the technician to service the associated business machine, wherein the wireless notifying occurs automatically in response to the notification from the data capture device; and

a web interface remote to the operations center, wherein the web interface allows users to remotely interact with service contract information and thereby modify the threshold.